arvato Website User Guide

Placing and managing consumable orders

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Tags	arvato, retailsupply, supply, supplies

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Contents

System Overview 3

Access Information 4

How to Log In 4

Navigation Elements 5

Overview 5

Budget and Payments 6

Finding a Product 7

Placing an Order 8

Review Order Status 9

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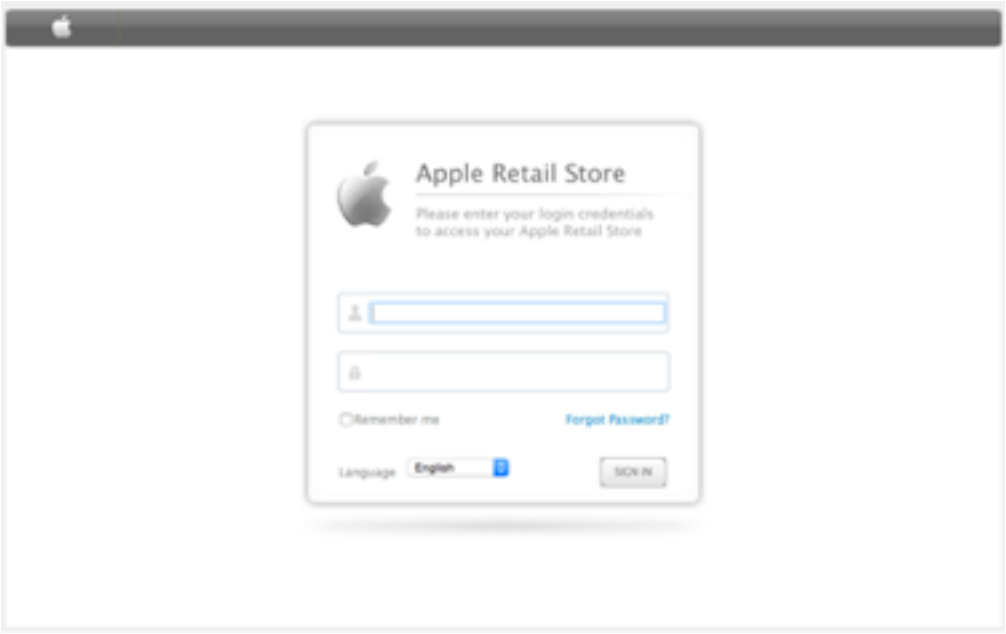
System Overview

arvato Online Ordering System Explained



Apple Retail has an online web-shop portal to order consumables. The portal is designed for Preservation & Operations Specialists to place and manage orders on a multilanguage web portal. All orders will be transacted against a virtual currency management system that is linked to your monthly budget. And, it works on the iPad.

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Access Information

Login and Passwords

How to Log In

The system uses a username/password combination for access—your username is also your email address. The system allows for multiple users to be assigned to the same store and there is no limit to the number of users per store.

The site is available in English, Chinese (Simplified and Traditional), Dutch, French, German, Italian, Japanese, Portuguese, and Spanish. You can save your language preference within your user profile, or change it before logging in to the system. You cannot change the language while logged in, you must first log out to change your current language.

Name	Details
URL	apple.arvato.com
Browser	Safari
OS	Compatible with Mac and iPad

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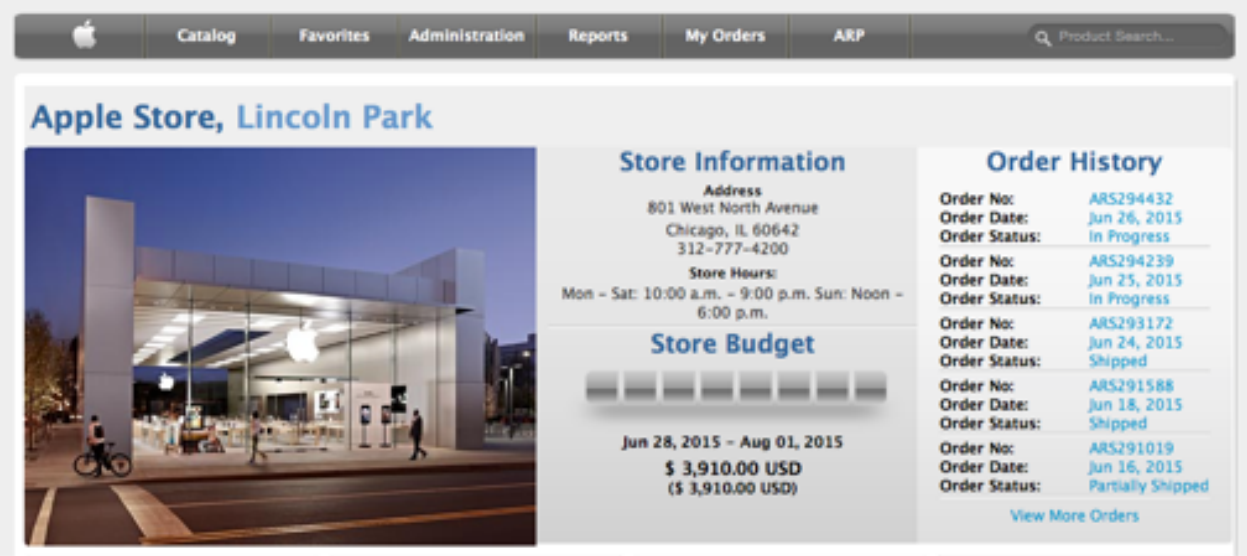
Navigation Elements



Overview

Upon logging in, the landing page includes your store information, your monthly budget information, and quick links to your most recent orders. The navigation toolbar along the top allows you to quickly move between sections of the site and search for products.

The top left displays the language selected for your selection. The top right presents a shopping cart icon for accessing the shopping cart, links to modify your user profile, contact information for your regional escalation contacts, and a sign out link.

The tiles along the bottom display announcements from the Retail Supply team and other good-to-know information.

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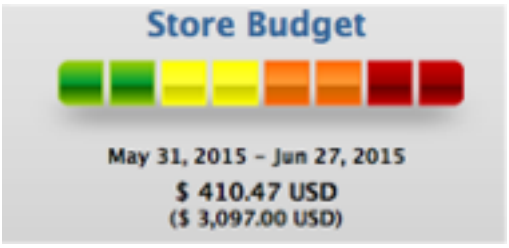
Budget and Payments

The web portal allows you to purchase against your monthly allocated budget. The budget is maintained according to Apple's fiscal calendar and resets each month.



Unused funds will not be carried over to the next month. If you submit orders that exceed your monthly budget, your order will be sent for approval before processing.

For more information on how monthly budgets are set, see the Retail Supply Ordering Guide on RetailMe.

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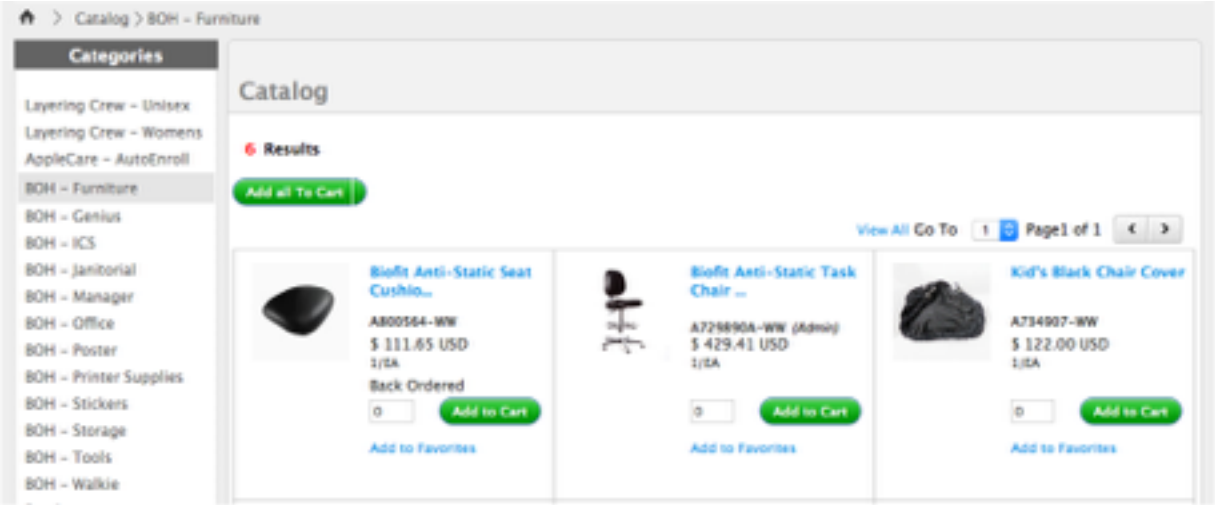
Finding a Product to Order



There are several ways to find a product to order:

Navigational Bar - search products using keywords, product names, or SKU

Browsing - Browse through the entire catalog by clicking "catalog" in the navigation bar, or browse through the categories on the left side of the page

Favorites - You can add any item to your Favorites list from within the catalog for easier access at a later time. The Favorites list is part of the navigational bar.

Items in the catalog display a localized price and inventory availability status. A product marked as Back Ordered can still be ordered but means it is out of stock in arvato - those items ship once inventory becomes available. A product marked as "Admin" cannot be ordered at a store level and requires a ticket to Global Store Support to fulfill the request.

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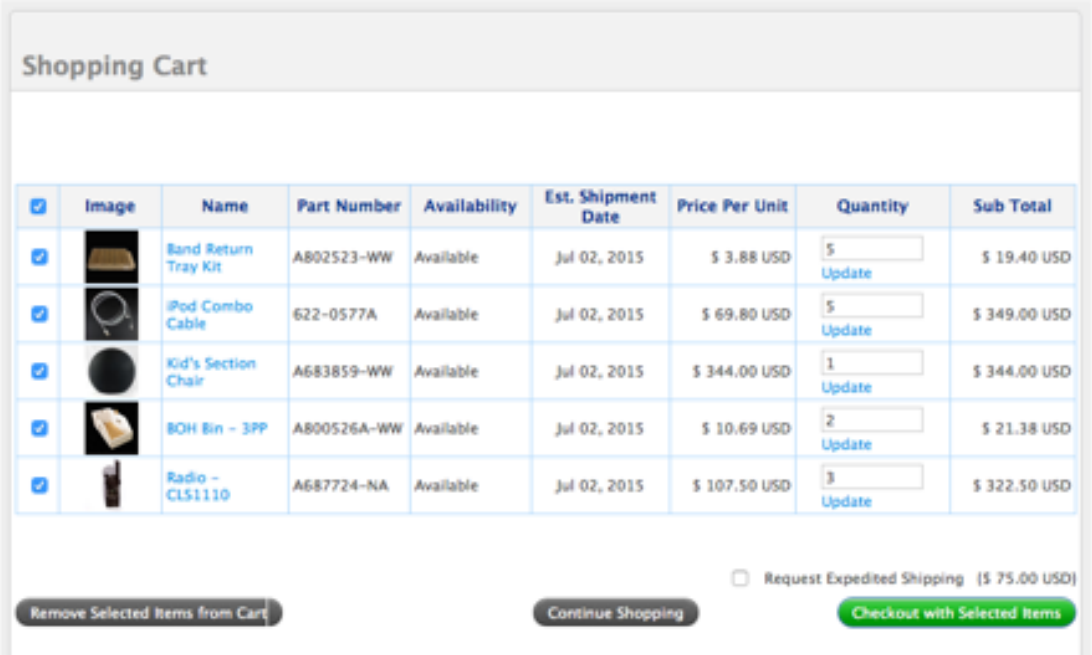
Placing an Order



The system is rather simple and is similar to other eCommerce sites. You can specify the number of items you'd like to order when you add it to the cart or before checking out. Clicking the shopping cart icon on the top right of the screen will take you to the checkout page where you can review your order before finalizing.

Approved orders are submitted directly to arvato for fulfillment. Once an order has been submitted it can only be manually canceled. To cancel an entire order, or part of an order, email Store Support.

If you request expedited shipping, an additional charge will be placed on your order and it will be sent for approval. As with all orders requiring approval, the items will be placed on hold until Global Store Support approves it. Only after approval will it be submitted for fulfillment and the amount charged to your budget.

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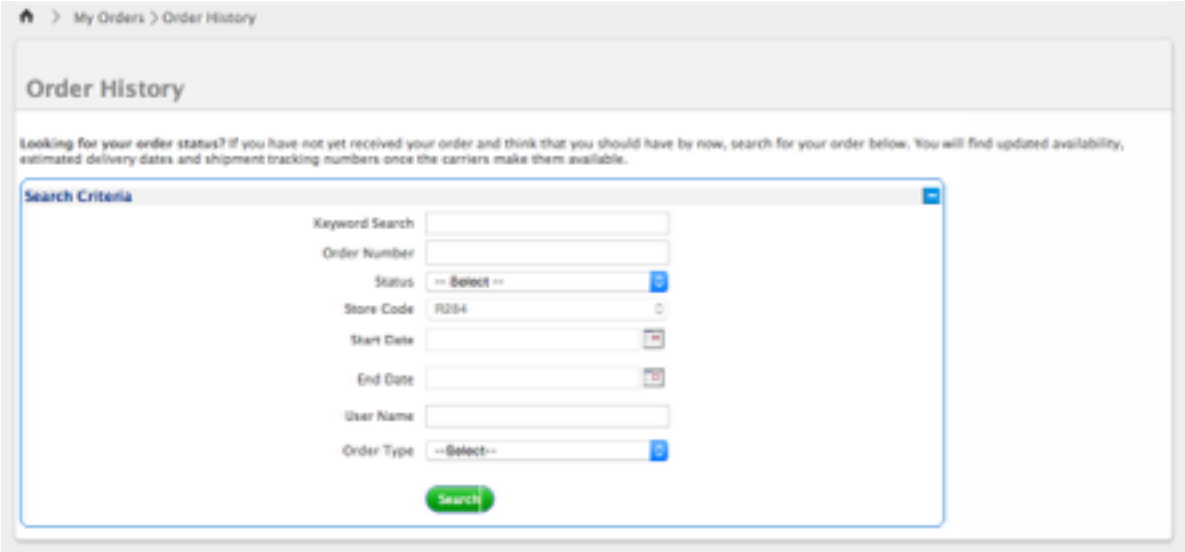
Review Order Status


My Orders > Order History
Order History
Looking for your order status? If you have not yet received your order and think that you should have by now, search for your order below. You will find updated availability, estimated delivery dates and shipment tracking numbers once the carriers make them available.
Search Criteria
Keyword Search
Order Number
Status
-- Select --
Store Code
R284
Start Date
End Date
User Name
Order Type
--Select--
Search

You can review the status of all your orders by clicking the My Orders icon in the navigation bar. Orders are displayed as In Progress, Partially Shipped, or Shipped. You can also monitor Admin, ARP, and distro orders in this menu.

Clicking the order number will allow you to see the status for each item within the order.

Shipped - Items are en route and tracking is available by clicking the "shipped" link

Batched - Items are being packed and typically ship out same day

Backordered - Items are out of stock and will be fulfilled once arvato receives additional inventory

In Progress - Item has been acknowledged and will be processed in accordance with your next ship day

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